



TRICARE Europe Prime

TEO FS-1

"Your Passport to Quality Health"

Fact Sheet

While TRICARE Europe is modeled after the TRICARE program in the U.S., the program here is tailored to serve the unique needs of beneficiaries living overseas. Here are some of the many benefits and programs available to you through TRICARE Europe Prime. If you have questions about your Prime health care plan, call or visit the TRICARE Service Center nearest you.

Primary Care Managers

One of the keys to good medical care is having a physician with whom you can discuss all of your health concerns. When you enroll in Prime, we assign you a Primary Care Manager (PCM) who will manage all of your health care needs. Your PCM will provide and coordinate all of your medical care, including any referrals for specialty care at a military treatment facility or from a host nation provider.

Preventive Medicine Benefits

TRICARE Europe Prime provides you with one of the best preventive health care packages available anywhere. Your preventive medicine benefits include free self-care classes, self-care books and educational programs focusing on major health issues. You will also find that your clinic offers an array of health promotion and disease prevention examinations. Check with your local TRICARE Service Center (TSC) for available services at your clinic.

All adult beneficiaries will receive a Health Enrollment Assessment Review (HEAR) questionnaire during the enrollment process. This survey is used by your PCM to help you identify and target your particular health risks. Please return the completed questionnaire as soon as possible.



TRICARE Service Centers

This is your one-stop shopping center for information about medical care in Europe and the continental U.S. Need help with an ill family member who is stateside? Have questions about medical coverage? Don't know what to do with that medical bill? Come and see us! See reverse for a listing of TRICARE Service Centers in Europe.

Access Standards

TRICARE Prime has established access-to-care standards. What does that mean to you? A guarantee that you will receive quality, timely care. Here are your maximum wait times for appointments:

- Acute illness – 24 hours
- Routine visits – 7 days
- Well visits or specialty care – 30 days

Lower Costs

There are **no enrollment fees, no deductibles, no cost-shares, and no co-pays** for medical care received at a military treatment facility, for authorized medical care delivered by host-nation providers in Europe, or for medical care received while you are traveling in the United States when you are enrolled in Prime.

Patient Liaisons

Bilingual staff members will assist you in making appointments with host-nation providers and facilitate your care in civilian hospitals should you be admitted. Simply call the nearest TRICARE Service Center to speak with a patient liaison.

Preferred Provider Networks

We have special relationships and agreements with select providers in your host-nation country who agree to see U.S. personnel and families and to file TRICARE (CHAMPUS) claims for you. Listings of these providers are available at your TRICARE Service Center. Prior to seeking non-emergency care any host nation provider, you must get authorization from your PCM.

Medical Document Translation

If you receive medical care from a host-nation provider and the record of the visit or hospitalization is written in a foreign language, your TRICARE Service Center can help you translate these important documents into English for your medical records.

Aeromedical Evacuation

One of the critical links of the TRICARE Europe health care network is the Aeromedical Evacuation System. Ramstein Air Base, Germany serves as the principal hub and headquarters for the 86th Aeromedical Evacuation Squadron. Regularly scheduled flights transfer patients from around Europe to the closest medical treatment facility that provides the appropriate specialty care.

HEALTH CARE INFORMATION LINE®

The Health Care Information Line is a free, confidential personal health management information service available 24 hours a day, seven days a week. By simply dialing an in-country toll-free number, you can get immediate answers to your health care questions, information on a variety of health care topics, or assistance in deciding when and where to seek medical help. Contact your local TSC for your toll-free number.

CUSTOMER SATISFACTION SURVEY

To ensure quality medical care is provided in a timely manner, DoD offers a patient satisfaction survey. Conducted by United HealthCare Corporation of Minnesota, the survey is sent at random to patients who have recently had an appointment in selected military clinics. Results of the surveys will be used by military health system personnel to improve services to our customers.

TRICARE Europe Active Duty Family Member Civilian Care Costs

CIVILIAN CARE BENEFITS	TRICARE EUROPE PRIME		TRICARE EUROPE STANDARD
	OVERSEAS	CONUS ¹	OVERSEAS AND CONUS
Annual Deductible	\$0	\$0	If E1-E4, \$50 per individual with a maximum of \$100 per family. If E5 or above, \$150 per individual with a maximum of \$300 per family
Annual Enrollment Fees	\$0	\$0	\$0
Prescription Drugs	\$0	\$3/\$9 ²	20% of allowable ³
Point of Service Option ³	Deductible of \$300 per individual with a maximum of \$600 per family plus a co-payment of 50% of all covered charges	Deductible of \$300 per individual with a maximum of \$600 per family plus a co-payment of 50% of all allowable charges	Not offered under TRICARE Europe Standard ⁴

¹ TRICARE Europe Prime enrollees may have to pay some costs for care rendered in the US if the provider is not accepting assignments (non-participating provider) and is charging more than the TRICARE maximum allowable charge (TMAC).

² The lower rate is for a generic drug, the higher rate is for a brand name drug.

³ Using TRICARE Europe Standard, beneficiaries pay 20% of billed charges for care delivered in Europe, but only 20% of allowable charges for care delivered in the United States. Beneficiaries should always ask providers if they accept the TRICARE allowable payment rates.

⁴ The Point of Service Option is a special type of coverage that is only available to TRICARE Prime members. It applies when you elect to receive non-emergency medical care that hasn't been arranged by your Primary Care Manager.

TRICARE Service Centers in Europe

TRICARE Europe Office, Sembach Airbase, Germany — Commercial: (country code 49) 06302-67-6312/6314 or DSN: 496-6312/6314

Facility	Commercial Telephone	DSN Telephone	Facility	Commercial Telephone	DSN Telephone
GERMANY			BELGIUM		
Babenhausen USA Clinic	(Country Code 49) 06073-38-574/313	348-3574/3313	Brussels NATO Clinic	(Country Code 32) 02-717-9503	365-9503
Bad Aibling USA Clinic	08061-80-3851	441-3851	SHAPE (Mons) Clinic	06-544-5837/5853	423-5974/5853
Bamberg USA Clinic	0951-300-7420/7897	469-7420/7897	GREECE	(Country Code 30)	
Baumholder USA Clinic	06783-6-6570/6205	485-6570/6205	Souda Bay USN Clinic	0821-66-200-1580/1590	266-1580/1590
Bitburg-Spangdahlem USAF Hospital	06561-69-3100/3110	453-3100/3110	ICELAND	(Country Code 354)	
Büdingen USA Clinic	06042-80-820/789	321-4820/4789	Keflavik USN Hospital	425-3256/3229	228-3256/3229
Butzbach USA Clinic	06033-9821-45/48	345-4045/48	ITALY	(Country Code 39)	
Darmstadt USA Clinic	06151-69-7380/6791	348-7379/6791	Aviano USAF Clinic	0434-66-5133/5406	632-5133/5405
Dexheim USA Clinic	06133-69956	334-5956	Camp Darby USA Clinic	050-54-7883	633-7883
Friedberg USA Clinic	06031-81-3112/3652	324-3112/3652	Gaeta USN Clinic	030-903-3068	632-7709/7710
Geilenkirchen USAF Clinic	02451-99-3400/3401/3402	None	La Maddalena USN Clinic	0789-798-275/276	623-8275/8276
Giebelstadt USA Clinic	09334-8-7411/7610	352-7610/7411	Naples USN Hospital	081-724-3671/3677	625-3671/3677
Grafenwöhr USA Clinic	09641-83-7424/8307	475-7424/8307	Sigonella USN Hospital	095-56-4848/4877	624-4848/4877
Hanau USA Clinic	06181-500-6608/6610	328-6608/6610	Vicenza USA Clinic	0444-51-8304/7294	634-8304/7294
Heidelberg USA Hospital	06221-17-2362/2363	371-2362/2363	PORTUGAL	(Country Code 351)	
Hohenfels USA Clinic	09472-83-4528/4538	466-4528/4538	Lajes USAF Clinic	295-57-2262	312-535-2262
Illesheim USA Clinic	09841-83-512/588	467-4512/4588	SPAIN	(Country Code 34)	
Kaiserslautern USA Clinic	0631-411-6358/6359	483-6358/6359	Rota USN Hospital	956-82-3556/3552	727-3556/3552
Katterbach USA Clinic	09802-83-2619	467-2619	TURKEY	(Country Code 90)	
Kitzingen USA Clinic	09321-305-415	355-8415	Incirlik USAF Hospital	0322-316-6628/8670	676-6628/8670
Landstuhl RMC	06371-86-6374/8234	486-6374/8234	UNITED KINGDOM	(Country Code 44)	
Mannheim USA Clinic	0621-730-4708	380-4708	Croughton USAF Clinic	01280-70-8721	236-8721
Ramstein USAF Clinic	06371-46-2616/2557	479-2616/2557	London USN Clinic	01895-61-6393/6328	235-6338/6324
Rhein-Main USAF Clinic	069-69719-265	330-4265	London USN Clinic	01895-61-6393/6328	235-6338/6324
Schweinfurt USA Clinic	09721-96-6638	354-6638	Menwith Hill USAF Clinic	01638-52-8688/8719	226-8688/8719
Stuttgart USA Clinic	0711-680-8625/8638	430-8625/8638	St Mawgan USN Clinic	01637-87-6111	234-3568
Vilseck USA Clinic	09662-83-2026/2000	476-2026/2000	Upwood USAF Clinic	01480-844-561/4502	268-4561/4502
Wiesbaden USA Clinic	0611-705-5248/7316	337-5248/7316			
Würzburg USA Hospital	0931-804-3372/3873	350-3372/3873			
TRICARE Europe - Central TRICARE Service Center (CTSC)	06302-6302-67-7433 or from states 1-888-777-8343	496-7433			